

## "What's In It for Me?" {WIIFM}



### Home for Heroes

At 99 years young, retired Navy Chief Carpenter's Mate Bernie Giguere is the oldest sailor living at the Soldiers' and Airmen's Home. Although in a wheelchair and needing daily physical and occupational therapy, he can still tell sea stories with the best of them. Tech. Sgt. Renee Sitler, USAF

<http://www.defenselink.mil/specials/heroes/history.html>



### Commemorating the Korean War

A grief stricken American infantryman whose buddy has been killed in action is comforted by another soldier. In the background a corpsman methodically fills out casualty tags, Haktong-ni area, Korea. August 28, 1950. SFC. Al Chang. (Army)

<http://www.defenselink.mil/specials/koreanwar/>



## WIIFM "What's In It For Me?"

"What's In It For Me?" -- Quality management or TQM (Total Quality Management) in today's Army is managing resources entrusted to us by the United States of America to the best of our ability. As with civilian organizations the military has customers, employees, suppliers, partners, stakeholders, and processes and we must learn to manage and integrate together into a cohesive system. In today's changing world it has become necessary to seek out the most effective way of doing business. You may say to yourself we are not a business, if you are thinking this you may wish to checkout how many processes in today's Military are being outsourced.

Quality comes in many shapes and techniques, but it still comes down to managing assets wisely. Quality is standardizing what we do and looking for ways to improve our product or service for the customer. How many times have you spent hours looking for information to do your job only to be told it doesn't

exist. How often have you tried to improve your office only to be told its not broke why change it. Quality Management organizes current capabilities and strives to improve future operations. It can assist in communication between customers, suppliers, stakeholders, the bosses, the employees, and just about everyone that could help or impact your job.

So why did I start with these two pictures? Those that came before us entrusted us with the future of the military and part of that trust is to ensure we manage our resources. If we don't protect those resources we have let those brave souls down.

So What's In It For Me? Those that came before us.